

Issues

Summary:

Siebel Vanilla does not provide the ability to have multiple issues related to a case/single service request (please see the section on the customization of the “Cases” screen). The Service Request business component does, however, have a natural relationship with the Product Defect business component; it allows each service request to have multiple product defects. To provide the desired OCTS 2.0 functionality, an Issue screen was created and based upon the Siebel Vanilla Product Defect business component. In OCTS 2.0, each case may have multiple issues by adding issues through the Case Issues view of the Cases screen. Information about individual issues will be found on various views of the Issues screen. Several new fields were required to facilitate the intake of all necessary issue information. Picklists were utilized to create issue categories and issue sub-categories that are related only to the chosen category. The detail below illustrates the customization implemented for the Issues applets. For information on the Activity applet, please see the Customization Report section devoted to the Activity Screen. The other applets used in Issues views are Vanilla applets which did not require modification.

Data Mapping:

For a detailed data mapping summary, please refer to Appendices A3-A4.

Picklists:

The following is a list of new picklists that were added for the OCTS 2.0 system.

- Issue Category
- Issue Sub-Category

For a list of the values in these picklists, please refer to Appendix B2.

VB Code:

On the OCTS Issue List, Entry, and Form Applets, VB was used to automatically populate Sub-Status with “Resolved” if the Status selection is “Closed”.

For the actual VB Code, please refer to Appendix C1.

Charts:

Title: Number of Issues by Status

Business Component: Product Defect

Chart Summary: Displays number of issues (Y) categorized by issue status (X).

Title: Number of Issues by Sub-status

Business Component: Product Defect

Chart Summary: Displays number of issues (Y) categorized by issue sub-status (X).

Title: Number of Issues by Ombudsman

Business Component: Product Defect

Chart Summary: Displays number of issues (Y) categorized by the assigned Ombudsman Specialist(X).

Title: Number of Issues by Date Opened

Business Component: Product Defect

Chart Summary: Displays number of issues (Y) by the date it was opened (X).

Title: Number of Issues by Date Closed

Business Component: Product Defect

Chart Summary: Displays number of issues (Y) by the date it was closed (X)